

Corporate Safety & Risk Management

Goal #5 - Communication

Measure	Actual	Target	Status
Percentage of Annual Survey Results Where Satisfaction was Neutral or Above.	90%	85%	■

Why is this measure important?

The Corporate Safety and Risk Management Division, in unison with the General Services Department, seeks to provide exceptional customer service. The Division provides leadership in citywide loss control, occupational safety and workers compensation, which makes employee safety and health their highest priority. This measure is captured through the annual City survey.

What do these numbers tell us?

The General Services Department established a customer satisfaction target of 85% for all of its divisions. The actual customer satisfaction value for Corporate Safety Division is 90%. The Division attributes this success to the addition of safety training courses and clearly identifying injury and illness management. The staff also believes that by establishing a customer-focused approach, emphasizing friendly service and developing positive relationships customer satisfaction will remain high. (Last updated June 2014)

